



# City of Duluth

411 West First Street  
Duluth, Minnesota 55802

## Meeting Agenda Civil Service Board.

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Tuesday, January 10, 2023

4:30 PM

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### 1. ROLL CALL

### 2. APPROVAL OF MINUTES FROM PREVIOUS MEETING

December 6, 2022

Attachments: [2A 12-06-2022 Minutes \(Draft\)](#)

### 3. UNFINISHED BUSINESS

### 4. NEW BUSINESS

#### 4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

4A(1) Gas Operations Coordinator (new)

Attachments: [4A1 Gas Operations Coordinator](#)

4A(2) Street Maintenance Coordinator (new)

Attachments: [4A2 Street Maintenance Operator](#)

4A(3) Land Use Technician (revised including title change to Development Process Specialist)

Attachments: [4A3 Land Use Technician \(Development Process Specialist\)](#)

4A(4) Plans Examiner (revised)

Attachments: [4A4 Plans Examiner](#)

4A(5) Senior Plans Examiner (new)

Attachments: [4A5 Senior Plans Examiner](#)

4A(6) Permitting Services Leadworker (revised)

Attachments: [4A6 Permitting Services Leadworker](#)

### 5. APPEALS

**6. INFORMATIONAL**

**6A. STATUS OF ALL NEW, PENDING, AND COMPLETE AUDITS**

*Notice: Item 6A contains Private Data. The information is non-public and disclosure of this material is prohibited; therefore, it has been excluded from this packet.*

**6B. NON-PUBLIC REVIEW OF ELIGIBLE LISTS**

*Notice: Item 6B Non-Public Review of New Eligible Lists will be distributed to members at the Civil Service Board meeting.*

**7. NEXT REGULAR MEETING SCHEDULED**

*February 7, 2023 (4:30 p.m. - Council Chambers)*

**8. ADJOURNMENT**



# City of Duluth

411 West First Street  
Duluth, Minnesota 55802

## Minutes - Draft

### Civil Service Board.

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Tuesday, December 6, 2022

4:30 PM

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Members Present: Ryan Logan, Laura Perttula (Chair), John Strongitharm

Members Absent: None

HR Staff Present: Aimee Ott

#### 1. ROLL CALL

#### 2. APPROVAL OF MINUTES FROM PREVIOUS MEETING

2A. November 1, 2022

This Civil Service Board Item was approved

#### 3. UNFINISHED BUSINESS

#### 4. NEW BUSINESS

#### 4A. REVIEW NEW AND REVISED JOB DESCRIPTIONS

4A(1) Digital Navigator (new)

This Civil Service Board Item was approved

4A(2) Utility Operations Leadworker (revised)

This Civil Service Board Item was approved

#### 4B. ELECTION OF OFFICERS FOR 2023

4B(1) Chairperson

Chair Perttula was nominated and accepted reappointment

4B(2) Vice Chairperson

**Member Logan was nominated and accepted appointment**

**5. APPEALS**

**6. INFORMATIONAL**

**6A. STATUS OF ALL NEW, PENDING, AND COMPLETE AUDITS**

**6B. NON-PUBLIC REVIEW OF ELIGIBLE LISTS**

**7. NEXT REGULAR MEETING SCHEDULED**

**8. ADJOURNMENT**



**Human Resources**

Room 340  
411 West First Street  
Duluth, Minnesota 55802

 218-730-5210  
 hrinformation@duluthmn.gov

DATE: January 10, 2023  
TO: Civil Service Board  
FROM: Laura Dahl  
Human Resources Generalist  
SUBJECT: New Job Classification of Gas Operations Coordinator

**RECOMMENDATION: APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF GAS OPERATIONS COORDINATOR.**

**Background Information/Summary of Job**

The new job classification of Gas Operations Coordinator is being created to coordinate the flow of natural and manufactured gas throughout the City's distribution system in a safe, efficient manner.

The proposed job description has been shared with the Basic Union, and they are supportive.

**Recommendation**

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the new job classification and description for Gas Operations Coordinator.

## Gas Operations Coordinator

### SUMMARY/PURPOSE

To coordinate the flow of natural and manufactured gas throughout the City of Duluth's distribution system in a safe, efficient manner. This position involves administrative and technical work in maintaining the City's compliance with state and federal regulations for natural gas in support of the Public Works & Utilities Department.

### SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

### SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees or projects that require delegation and direction over the work of others.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Coordinate the flow of natural and manufactured gas throughout the City's distribution system in a safe, efficient manner.
2. Operate and maintain flow control computer equipment (SCADA) to maintain the correct pressure and flow in the City's distribution system.
3. Review correlating data such as pressure and temperature with variables affecting consumer demand, such as weather conditions and time of day to forecast load adjustment.
4. Prepare, review, and record complex reports, invoices, vouchers, statements, and records.
5. Interpret gas distribution maps for purposes of directing shutdown area when gas main has been damaged.
6. Suspend the supply of gas to interruptible customers when load demand exceeds contracted supplies or to maintain adequate system pressure.
7. Assist in developing gas cost estimates and purchase gas adjustments (PGA).
8. Calculate transportation tariffs and imbalance changes.
9. Assist in negotiating and recommending terms of gas purchasing contracts, and ensure the enforcement of the provisions within those agreements.
10. Purchase gas odorant and monitor the amount injected.
11. Assist in verifying the accuracy of gas charges and gas supplied by suppliers.
12. Monitor worksites to ensure compliance with established methods, guidelines, and procedures.
13. Conduct meetings with work crews to discuss construction projects.
14. Assist personnel in the maintenance of tools and equipment to ensure safe operable conditions.
15. Prioritize and process information pertaining to emergency maintenance needs by directing personnel and equipment to worksite locations.
16. Make initial assessment of an emergency situation and determine degree of danger, damage, urgency, or inconvenience involved.
17. Develop and coordinate gas programs and operational procedures as directed.
18. Prepare, present public education programs, and maintain communications with the public to receive complaints and suggestions, to provide information and explanations regarding program activities and projects, and to resolve disputes and conflicts as needed.
19. Guide personnel in the execution of work with the regulated pressurized distribution system.
20. Respond to emergency calls off-hours, including those from the Fire and Police departments when the delivery of gas is concerned.
21. Complete logs, reports, work orders, requisitions, and other records and communications as required.
22. Ensure all work is accomplished in the safest manner possible.
23. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.

24. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
25. Provide training on new or modified procedures and policies to all affected parties.
26. Coordinate and perform natural gas distribution functions and programs for the City.
27. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
28. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.
29. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
30. Other duties may be assigned.

### **JOB REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. **Education & Experience Requirements**
  - A. A minimum of four (4) years of related education and/or full-time, verifiable professional Natural Gas Distribution System experience to include coordinating or operating the flow of natural gas throughout a distribution system, or in the purchase of natural gas, as a primary responsibility.
2. **License Requirements**
  - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
  - B. Acquire and maintain OQ (Operator Qualification) certification as required by the U.S. Department of Transportation, Pipeline and Hazardous Materials Safety Administration (PHMSA) within six (6) months of appointment.
3. **Knowledge Requirements**
  - A. Knowledge of gas regulator systems.
  - B. Knowledge of SCADA systems.
  - C. Knowledge of gas-odorizing equipment.
  - D. Knowledge of gas pricing.
  - E. Knowledge of calculating gas consumption.
  - F. Knowledge of gas distribution systems.
  - G. Extensive knowledge of pipeline contracts and tariffs.
  - H. Knowledge of the City of Duluth Gas & Operations Emergency Plan.
  - I. Knowledge of accepted supervisory and management practices and the ability to use them effectively.
  - J. Knowledge of math sufficient to calculate pressure, volume, flow, and related calculations based on principles such as Boyle's Law, the Ideal Gas Law, etc.
  - K. Extensive knowledge of construction work methods and procedures related to maintenance and repair of gas distribution systems.
  - L. Knowledge of the City of Duluth Gas Operations & Maintenance Manual.
  - M. Knowledge of problem-solving and conflict-resolution techniques.
  - N. Knowledge of applicable safety requirements.
  - O. Knowledge of, or the ability to learn, City policies and procedures.
  - P. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
  - Q. Knowledge of effective leadership and personnel practices.
4. **Skill Requirements**
  - A. Exhibits leadership qualities of adaptability, dependability, and accountability.
  - B. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
  - C. Skill in managing one's own time and the time of others.

- D. Skill in completing assignments accurately and with attention to detail.
- E. Skill in mediation and dispute resolution.
- F. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

5. **Ability Requirements**

- A. Ability to make calculations, comparisons, projections, predictions, charts, and reports.
- B. Ability to learn the operation, maintenance, and repair of boilers, heating equipment, telemetric equipment, and gas regulator systems.
- C. Ability to plan and coordinate work.
- D. Ability to communicate logically, persuasively, and accurately in oral and written forms to groups and with individuals.
- E. Ability to work expanded shifts and/or be called in for emergency work with little or no advance notice.
- F. Ability to be scheduled for standby duty.
- G. Ability to work in potentially hazardous situations resulting from natural or manmade disasters.
- H. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- I. Ability to communicate and interact effectively with members of the public.
- J. Ability to communicate effectively both orally and in writing.
- K. Ability to recognize, analyze, and solve a variety of problems.
- L. Ability to organize and prioritize work while meeting multiple deadlines.
- M. Ability to handle difficult and stressful situations with professional composure.
- N. Ability to work successfully as a member of a team and independently with minimal supervision.
- O. Ability to train and lead others.
- P. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- Q. Ability to enforce safety rules and regulations.
- R. Ability to maintain confidential information.
- S. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- T. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

|        |              |       |      |             |
|--------|--------------|-------|------|-------------|
| HR: LD | Union: Basic | EEOC: | CSB: | Class No:   |
| WC:    | Pay:         | EEOF: | CC:  | Resolution: |





**Human Resources**

Room 340  
411 West First Street  
Duluth, Minnesota 55802

 218-730-5210  
 hrinformation@duluthmn.gov

DATE: January 10, 2023  
TO: Civil Service Board  
FROM: Laura Dahl  
Human Resources Generalist  
SUBJECT: New Job Classification of Street Maintenance Operator

**RECOMMENDATION: APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF STREET MAINTENANCE OPERATOR.**

**Background Information/Summary of Job**

The new job classification of street maintenance operator is being created to perform a variety of skilled tasks in road construction, equipment operation, routine maintenance, public traffic control devices and/or repair of City streets.

The proposed job description has been shared with the Basic Union, and they are supportive.

**Recommendation**

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the new job classification and description for Street Maintenance Operator.

## **Street Maintenance Operator**

### SUMMARY/PURPOSE

To perform a variety of skilled tasks in road construction, equipment operation, routine maintenance, public traffic control devices, and/or repair of City streets. The work involves performing manual tasks using a wide array of hand and power tools, and the operation of construction equipment; duties may be performed under adverse weather or working conditions.

### DISTINGUISHING FEATURES OF THE CLASS

Employees at this level are distinguished from the Heavy Equipment Operator by the proficient knowledge, skills, and abilities obtained by performing a full range of duties as assigned.

### SUPERVISION RECEIVED

For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. Incumbents work as instructed and consult with the supervisor.

### SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of temporary and seasonal employees.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Operate a wide array of construction equipment, such as but not limited to, sweepers, graders, boom truck, air compressors, drill press, grinder, flushers, loaders, bulldozers, excavators, single and tandem axle plow trucks, ROW mowers, backhoes, various hand, hydraulic, and power tools in a safe and efficient manner.
2. Fabricate, install, and repair signs and posts, including cutting, burning, basic welding, hole digging, cement mixing, and foundation preparation.
3. Operate and maintain truck equipped with street painting equipment, walk-behind street painting machines of all sizes, and the pavement marking line striping trucks and equipment.
4. Perform the painting of traffic lanes, crosswalks, curbs, other traffic markings, and signposts.
5. Perform detailed pre-operation checks on vehicles and equipment prior to use and document findings.
6. Perform routine operator level maintenance as assigned and emergency repairs if necessary.
7. Perform tasks related to street maintenance, such as but not limited to, snow plowing/removal, sanding/salting roadways; constructing, grading, patching roadways; forming, pouring, and finishing concrete; clean up blight and debris citywide; street sweeping operations; maintaining ditches, storm drains, natural water courses; loading, hauling, and stockpiling sand, gravel, brush, and other materials.
8. Maintain a safe work environment for bystanders as well as coworkers while working and/or operating around live utilities, traffic, and pedestrians, by setting up appropriate barricades, warning devices, and proper vehicle and equipment placement.
9. Set up traffic control devices for special events and for emergency situations as required.
10. Lead work crews as assigned.
11. Maintain records of work performed both in written and digital formats, as required.
12. Maintain clean and safe common areas for employees to use on a regular basis.
13. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
14. Other duties may be assigned.

### JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
  - A. A minimum of three (3) years of related education and/or of full-time, verifiable professional experience to demonstrate proficiency in the operation of heavy equipment in excess of five (5) tons, such as sweepers, graders, flushers, loaders, bulldozer, backhoes, traffic control devices, including the painting of traffic lanes, crosswalks, and curbs as a primary responsibility.
  
2. License Requirements
  - A. Possess and maintain a valid Minnesota Class A commercial driver's license or privilege with tanker endorsement.
  - B. Possess and maintain forklift certification within six (6) months of being hired.
  - C. Possess and maintain a required State of Minnesota, current, MPCA Smart Salting Certification(s) within six (6) months of being hired.
  - D. Possess and maintain Minnesota LTAP Roads Scholar Maintenance Operations and Technical Certificate (MUTCD Sign Maintenance and Management for Local Agencies required) a total of eight (8) credits within five (5) years.
  
3. Knowledge Requirements
  - A. Knowledge of applicable safety laws, regulations, practices, and policies that pertain to traffic controls and devices in fixed and moving worksites.
  - B. Knowledge of methods, tools, equipment, and materials used in the road construction industry and traffic control devices.
  - C. Knowledge of basic road construction work methods and procedures related to building and maintaining roads and alleyways.
  - D. Knowledge of mechanics, basic masonry, DC wiring, basic welding, and burning as they apply to street and traffic maintenance work and equipment.
  - E. Knowledge of applicable laws, regulations, and policies pertaining to traffic control devices, including working knowledge of the Manual on Uniform Traffic Control Devices.
  - F. Knowledge of proper concrete forming, pouring, and finishing procedures.
  - G. Knowledge of longline, crosswalk, and legend painting procedures.
  - H. Knowledge of problem-solving and conflict-resolution techniques.
  - I. Knowledge of applicable safety requirements.
  - J. Knowledge of, or the ability to learn, City policies and procedures.
  
4. Skill Requirements
  - A. Skill in the use of materials, equipment, procedures, and practices used in street maintenance, traffic maintenance, and traffic control devices.
  - B. Skill in road construction, equipment operation, street painting equipment, and the routine maintenance of associated equipment.
  - C. Skill in performing mechanical repairs and related work using hand and power tools.
  - D. Skill in the operation of office equipment including, but not limited to general computer systems, job required software applications (City-provided email, associated security trainings, employee portals, etc.), the internet, and modern office equipment.
  - E. Skill in technology and applications used in modern street maintenance equipment such as material tracking, scales, live-body systems, etc.
  - F. Skill in managing one's own time.
  - G. Skill in completing assignments accurately and with attention to detail.
  
5. Ability Requirements
  - A. Ability to interpret manuals, catalogs, engineering plans, and shop drawings related to the position.
  - B. Ability to use hand and power tools and machines.
  - C. Ability to interpret blueprints and schematics.
  - D. Ability to be proficient in modern software or applications to make traffic signs.
  - E. Ability to operate assigned equipment for long intervals in all types of weather as

- necessary.
- F. Ability to work assigned shifts, nights, and weekends.
  - G. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
  - H. Ability to communicate and interact effectively with members of the public.
  - I. Ability to communicate effectively both orally and in writing.
  - J. Ability to promote and keep safety a priority with day to day assignments.
  - K. Ability to understand and follow instructions.
  - L. Ability to problem-solve a variety of situations.
  - M. Ability to set priorities and complete assignments on time.
  - N. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 pounds, and crouching or crawling in restricted areas.

Work Environment

The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress requiring a range of safety and other precautions (e.g., working at great heights, under extreme outdoor weather conditions, or in similar situations in which conditions cannot be controlled).

|          |              |                             |      |             |
|----------|--------------|-----------------------------|------|-------------|
| HR: LD   | Union: Basic | EEOC: Skilled Craft Workers | CSB: | Class No:   |
| WC: 5506 | Pay:         | EEOF: Streets/Highways      | CC:  | Resolution: |



## Human Resources

Room 340  
411 West First Street  
Duluth, Minnesota 55802

218-730-5210  
hrinformation  
@duluthmn.gov

DATE: January 10, 2023  
TO: Civil Service Board  
FROM: Chris Kohel  
Human Resources Generalist  
SUBJECT: Revised Job Classification of Land Use Technician

**RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF LAND USE TECHNICIAN, INCLUDING A TITLE CHANGE TO DEVELOPMENT PROCESS SPECIALIST.**

### Background Information/Summary of Job

As you are aware, the City is undertaking a job description review on all job descriptions last revised over 10 years ago. During this project, the job descriptions are being reviewed by both the supervisor of the position, as well as the incumbent(s). The intent of this process is to ensure that the description reflects the current duties of the position, as well as the education, experience, knowledge, skills, and abilities (KSAs) required to perform those duties.

In addition to the revision of the classification specific duties and KSAs, the Human Resources team has created standardized language that is included in all job descriptions and varies slightly based on their level of responsibility. You will see those language additions throughout the revised descriptions, including two new sections regarding supervision received and supervision given.

The Land Use Technician was last revised in June of 2010. The purpose of this position is to perform paraprofessional and technical work to provide information to the public, outside agency representatives and City staff in regard to laws, codes, ordinances, and requirements that apply to the construction and use of structures and land use. The major/primary changes to the job description are language changes to emphasize front-line, high level of customer service, the use of specialized GIS to perform the job, and the responsibility of coordination between multiple city departments and work groups and multiple external entities to move projects through the review and permitting process. The name change to Development Process Specialist better describes the function of the role.

The proposed revisions to the job classification were discussed with the Basic union and incumbents, and they are supportive of these updates.

### Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Land Use Technician, including a title change to Development Process Specialist.

## **Development Process Specialist**

### **SUMMARY/PURPOSE**

To perform paraprofessional and technical work to provide information to the public, outside agency representatives and City staff in regard to laws, codes, ordinances, and requirements that apply to the construction and use of structures and land use. This position provides consultation related to zoning, building and engineering rules and procedures, and provides front-line customer service for the development process.

### **DISTINGUISHING FEATURES OF THE CLASS**

Employees in this class work independently with considerable latitude to make decisions when applying rules, regulations, policies, and procedures.

### **SUPERVISION RECEIVED**

For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. Incumbents work as instructed and consult with the supervisor.

### **SUPERVISION GIVEN**

Does not supervise.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Serve as primary point of contact to provide information related to construction, development, and use of land in the City, including building, zoning, and Uniform Development Code administration, planning division policies and procedures, and engineering policies and procedures.
2. Provide courteous, high quality service to the public by personally responding to requests for service or making appropriate referrals.
3. Provide information and assistance relating to the processing of various building and land use permits to members of the public and City staff, providing explanation of code requirements, City policies, and procedures that pertain to submitted plans and proposals.
4. Use GIS, permitting software, paper, microfilm, and other digital records to respond to questions, research property histories, and review plans and proposals.
5. Research and respond to inquiries and complaints using manual and electronic records.
6. Compile informational handouts answering commonly asked questions.
7. Communicate with applicants through permitting process orally and in writing.
8. Determine all necessary permits and applicable processes for proposed construction and land use.
9. Conduct preliminary reviews of plans for initial intake purposes, and determine if plans comply with applicable codes, ordinances, and regulations; and forward plans to other staff for detailed review.
10. Review assigned types of site, erosion control, and construction plans, and approve when appropriate.
11. Review permits and plans for compliance with state and city requirements, and process and issue permits.
12. Work with others to improve processes and practices to improve service and efficiency.
13. Verify that applicants are licensed and bonded as required.
14. Act as review process project manager, coordinating with multiple City departments, applicants, and construction and design teams to obtain approval of plans and permits.
15. Attend preliminary project meetings, and assist project owners from start to completion of development projects.
16. Calculate and collect fees.
17. Maintain positive relationships with contractors, design professionals, homeowners, and others even in contentious situations.
18. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute

to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.

19. Other duties may be assigned.

## **JOB REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

### **1. Education & Experience Requirements**

- A. Associate's Degree in architectural drafting, building inspection technology, construction management, building trades or civil engineering technology, or a related professional field, and one (1) year of related professional experience; OR a minimum of three (3) years of related education and/or verifiable professional administration of the building code as a field inspector, plans examiner, or permit technician, or work in the engineering field experience.

### **2. License Requirements**

- A. Must obtain and maintain certification as an International Code Council Certified Permit Technician within 18 months of hire.
- B. Must obtain and maintain certification through Minnesota Pollution Control Agency as an erosion and storm water control Construction Installer within 18 months of hire.

### **3. Knowledge Requirements**

- A. Extensive knowledge of applicable building codes, ordinances, statutes, and City policies.
- B. Knowledge of architectural principles, zoning, and building construction.
- C. Knowledge of Geographic Information Systems and use of computers.
- D. Knowledge of basic principles, methods, equipment, and materials used in construction of streets, sidewalks, water and gas mains, sanitary and storm sewers, and various public works structures.
- E. Knowledge of contractor and design professional licensing regulations.
- F. Knowledge of basic technical engineering principles and practices.
- G. Knowledge of the principles of drafting.
- H. Knowledge of the principles of technical writing.
- I. Knowledge of problem-solving and conflict-resolution techniques.
- J. Knowledge of applicable safety requirements.
- K. Knowledge of, or the ability to learn, City policies and procedures.

### **4. Skill Requirements**

- A. Skill in providing excellent customer service.
- B. Skill in using geographic information systems for research and creation of maps.
- C. Skill in researching and interpreting laws, rules and regulations, legal documents, legal descriptions, maps, architectural and civil drawings, and building plans.
- D. Skill in assessing the customer's immediate needs and ensuring customer's receipt of needed services through personal service or making appropriate referral.
- E. Skill in providing effective consultation and advice to land or property owners, engineers, architects, builders, and the general public on code and regulatory practices compliance.
- F. Skill in reviewing plans for compliance with applicable regulations.
- G. Skill in project management.
- H. Skill in communicating effectively with the public, coworkers, and other City work groups.
- I. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- J. Skill in managing one's own time.
- K. Skill in completing assignments accurately and with attention to detail.

### **5. Ability Requirements**

- A. Ability to pay close attention to detail when researching or collecting data and information, and when reviewing plans, maps, drawings, specifications, and other related documents pertaining to land use, use of structures, and construction.
- B. Ability to read, understand, interpret, and apply zoning and land use regulations, planning concepts, and instruction manuals.
- C. Ability to understand legal descriptions, building and civil plans, codes, and ordinances.
- D. Ability to exercise independent judgment and to take responsibility for one's actions.
- E. Ability to understand and follow verbal and written instructions.
- F. Ability to provide prompt, efficient, and responsive service.
- G. Ability to analyze and project consequences of decisions and/or recommendations.
- H. Ability to use GIS, permitting software, and other applications.
- I. Ability to operate architectural and engineering scales and to perform accurate mathematical calculations.
- J. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- K. Ability to communicate and interact effectively with members of the public.
- L. Ability to communicate effectively both orally and in writing.
- M. Ability to understand and follow instructions.
- N. Ability to problem-solve a variety of situations.
- O. Ability to set priorities and complete assignments on time.
- P. Ability to attend work as scheduled and/or required.

**Physical Demands**

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

**Work Environment**

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

|  |              |                   |      |                |
|--|--------------|-------------------|------|----------------|
| HR: CK   | Union: Basic | EEOC: Technicians | CSB: | Class No: 4420 |
| WC: 8810   | Pay:         | EEOF: Housing     | CC:  | Resolution:    |
| <i>Job title change from Land Use Technician</i> |              |                   |      |                |



**LAND USE TECHNICIAN****Development Process Specialist****SUMMARY/PURPOSE:** ~~\_\_\_\_\_~~ Perform

To perform paraprofessional and technical work to provide information to the public, outside agency representatives and City staff in regard to laws, codes, ordinances, and requirements that apply to the construction and use of structures and land use. ~~Provide~~ This position provides consultation related to zoning, building and engineering rules and procedures. \_\_\_\_\_, and provides front-line customer service for the development process.

**DISTINGUISHING FEATURES OF THE CLASS**

Employees in this class work independently with considerable latitude to make decisions when applying rules, regulations, policies, and procedures.

**FUNCTIONAL AREAS:** ~~\_\_\_\_\_~~ Under supervision:**1. \_\_\_\_\_ SUPERVISION RECEIVED**

For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. Incumbents work as instructed and consult with the supervisor.

**SUPERVISION GIVEN**

Does not supervise.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. \_\_\_\_\_ Serve as primary point of contact to provide information related to construction, development, and use of land in the City, including building, zoning, and Uniform Development Code administration, planning division policies and procedures, and engineering policies and procedures.
  2. \_\_\_\_\_ ~~p A.~~ Provide courteous, high quality service to the public by personally responding to requests for service or making appropriate referrals.
  3. \_\_\_\_\_ ~~p B.~~ Provide information and assistance relating to the processing of various building and land use permits to members of the public and City staff, providing explanation of code requirements, City policies, and procedures that pertain to submitted plans and proposals.
  4. \_\_\_\_\_ ~~p C.~~ Provide explanation of code requirements, City policies and procedures that pertain to Use GIS, permitting software, paper, microfilm, and other digital records to submitted respond to questions, research property histories, and review plans and proposals.
  5. \_\_\_\_\_ ~~p D.~~ Research and respond to inquiries and complaints using manual and electronic records.
  6. \_\_\_\_\_ ~~E.~~ Compile informational handouts answering commonly asked questions.
  7. \_\_\_\_\_ ~~p F.~~ Communicate with applicants through permitting process orally and in writing.
2. ~~Process permit and other applications.~~
8. \_\_\_\_\_ ~~p A.~~ Determine all necessary permits and applicable processes for proposed construction and land use.
  9. \_\_\_\_\_ ~~p B.~~ Conduct preliminary reviews of plans for initial intake purposes, and determine if plans comply with applicable codes, ordinances, and regulations; and forward plans to other staff for detailed review.
  - ~~p C. Process and issue permits.~~
  10. \_\_\_\_\_ ~~p D.~~ Approve/Review assigned types of site, erosion control, and construction plans complying, and approve when appropriate.

- 11. Review permits and plans for compliance with applicable state and city requirements, and process and issue permits.
- 12. ~~ρ E. — Work with others to improve processes and practices to improve service and efficiency.~~
- 13. Verify that applicants are licensed and bonded as required.
- ~~ρ F. — Notify and distribute plans and applications to appropriate City departments or outside agencies.~~
- 14. ~~ρ G. — Act as review process project manager, coordinating with multiple City departments, applicants, and construction and design teams to obtain approval of plans and permits.~~
- 15. Attend preliminary project meetings, and assist project owners from start to completion of development projects.
- 16. Calculate and collect fees.

3. ~~Perform related duties.~~

- ~~ρ A. — Maintain, revise, and research paper and electronic records.~~
- ~~B. — Perform related tasks as assigned. —~~

17. ~~— Maintain positive relationships with contractors, design professionals, homeowners, and others even in contentious situations.~~

18. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.

19. Other duties may be assigned.

**JOB REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

**1. Education & Experience Requirements**

A. ~~ρ A. — Three (3) years of experience or two (2) years of education plus one (1) year of experience which demonstrates a proficiency in the knowledge, skills and abilities listed below. Examples of acceptable education might include Associate's Degree in architectural drafting, building inspection technology, construction management, building trades or civil engineering technology. Acceptable, or a related professional field, and one (1) year of related professional experience might include; OR a minimum of three (3) years of related education and/or verifiable professional administration of the building code as a field inspector, plans examiner, or permit technician, or work in the engineering field experience.~~

**2. Certification License Requirements**

- A. ~~A. — Ability to Must obtain within 18 months of hire and maintain certification as an International Code Council Certified Permit Technician within 18 months of hire.~~
- B. ~~B. — Ability to Must obtain within 18 months of hire and maintain certification through Minnesota Pollution Control Agency as an erosion and storm water control Construction Installer within 18 months of hire.~~

**3. Knowledge Requirements**

- A. ~~ρ A. — Extensive knowledge of applicable building codes, ordinances, statutes, and City policies.~~
- B. ~~ρ B. — Knowledge of architectural principles, zoning, and building construction.~~

- C.  C. — Knowledge of Geographic Information Systems and use of computers.  
D.  Knowledge of basic principles, methods, equipment, and materials used in construction of streets, sidewalks, water and gas mains, sanitary and storm sewers, and various public works structures.  
E.  D. — Knowledge of contractor and design professional licensing regulations.  
F.  Knowledge of basic technical engineering principles and practices.  
G.  E. — Knowledge of the principles of drafting.  
 F. ~~Knowledge of technology, office equipment and modern communication methods.~~  
H.  G. — Knowledge of the principles of technical writing.  
I.  Knowledge of problem-solving and conflict-resolution techniques.  
J.  Knowledge of applicable safety requirements.  
K.  Knowledge of, or the ability to learn, City policies and procedures.

#### 4. Skill Requirements

- A.  A. — Skill in providing excellent customer service.  
B.  Skill in using geographic information systems for research and creation of maps.  
C.  Skill in researching and interpreting laws, rules and regulations, legal documents, legal descriptions, maps, architectural and civil drawings, and building plans.  
 B. ~~Skill in converting observations into verbal and written statements that are concise, descriptive and understandable.~~  
 C. ~~Skill in organizing and prioritizing assignments in order to complete work in a timely and efficient manner, utilizing multi-tasking methods and techniques.~~  
D.  D. — Skill in assessing the customer=customer's immediate needs and ensuring customer=customer's receipt of needed services through personal service or making appropriate referral.  
E.  E. — Skill in providing effective consultation and advice to land or property owners, engineers, architects, builders, and the general public on code and regulatory practices compliance.  
F.  F. — Skill in reviewing plans for compliance with applicable regulations.  
G.  Skill in project management.  
H.  Skill in communicating effectively in writing when documenting actions and maintaining records with the public, coworkers, and other City work groups.  
 G. ~~Skill in effective verbal communication with a variety of individuals representing diverse cultures and backgrounds, and in maintaining composure in situations requiring a high degree of sensitivity, tact and diplomacy.~~  
I.  H. — Skill in the operation of personal computers and applicable office equipment including, but not limited to, general computer systems, job required software applications, scanners, the internet, and other automated modern office equipment.  
J.  Skill in managing one's own time.  
K.  Skill in completing assignments accurately and with attention to detail.

#### 5. Ability Requirements

- A.  A. — Ability to pay close attention to detail when researching or collecting data and information, and when reviewing plans, maps, drawings, specifications, and other related documents pertaining to land use, use of structures, and construction.  
B.  B. — Ability to read, understand, interpret, and apply zoning and land use regulations, planning concepts, and instruction manuals.  
C.  C. — Ability to understand legal descriptions, building and civil plans, codes, and ordinances.  
D.  D. — Ability to exercise independent judgment and to take responsibility for one=one's actions.  
E.  E. — Ability to understand and follow verbal and written instructions.

~~F.  F. Ability to provide prompt, efficient, and responsive service.~~

~~G.  G. Ability to analyze and project consequences of decisions and/or recommendations.~~

~~H.  H. Ability to develop and maintain effective working relationships with city employees, outside agency representatives, and the public.~~

~~H.  I. Ability to use GIS, permitting software, and other applications.~~

~~I.  I. Ability to operate architectural and engineering scales and to perform accurate mathematical calculations.~~

J.  J. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.

K.  K. Ability to communicate and interact effectively with members of the public.

L.  L. Ability to communicate effectively both orally and in writing.

Physical Requirements

~~A.  A. Ability to attend work on a regular basis.~~

~~B.  B. Ability to occasionally lift and carry items such as plans, books and boxes weighing up to 40 pounds.~~

M.  C. Ability to use a ladder, understand and follow instructions.

N.  N. Ability to retrieve stored records, problem-solve a variety of situations.

O.  D. Ability to stand at permit counter for extended periods of time, set priorities and complete assignments on time.

P.  P. Ability to attend work as scheduled and/or required.

Physical

~~Essential functions of the position~~

~~Job requirements necessary the first day of employment~~

Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

|  |              |                   |               |                      |
|--|--------------|-------------------|---------------|----------------------|
| HR: JACK   | Union: Basic | EEOC: Technicians | CSB: 20400405 | Class No: 4420       |
| WC: 8810   | Pay: 28      | EEOF: Housing     | CC: 20400628  | Resolution: 40-0334R |
| <u>Job title change from Land Use Technician</u> |              |                   |               |                      |

**Human Resources**

Room 340  
411 West First Street  
Duluth, Minnesota 55802

218-730-5210  
hrinformation  
@duluthmn.gov

DATE: January 10, 2023  
TO: Civil Service Board  
FROM: Chris Kohel  
Human Resources Generalist  
SUBJECT: Revised Job Classification of Plans Examiner

**RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF PLANS EXAMINER.****Background Information/Summary of Job**

As you are aware, the City is undertaking a job description review on all job descriptions last revised over 10 years ago. During this project, the job descriptions are being reviewed by both the supervisor of the position, as well as the incumbent(s). The intent of this process is to ensure that the description reflects the current duties of the position, as well as the education, experience, knowledge, skills, and abilities (KSAs) required to perform those duties.

In addition to the revision of the classification specific duties and KSAs, the Human Resources team has created standardized language that is included in all job descriptions and varies slightly based on their level of responsibility. You will see those language additions throughout the revised descriptions, including two new sections regarding supervision received and supervision given.

The Plans Examiner was last revised in October 2005. The purpose of this position is under the authority of the Minnesota State Building Code and the building official, protect the community, first responders, and property from hazard, injury, and destruction by overseeing design of construction in the city of Duluth through review of applications and construction documents for all construction work. Provide code-related technical expertise to the Construction Services & Inspections team, contractors, architects, engineers, drafters and others. The major/primary changes to the job description are a lot of language to more clearly describe the level of technical knowledge required and the role Plan Examiners have to advise inspectors and design professionals. Also, added a requirement to have accrued the same education and experience by the end of year one as the CSI Construction Inspector position.

The job classification was discussed with the Basic Union and incumbents, and all are agreeable to the proposed job description.

**Recommendation**

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Plans Examiner.

## **Plans Examiner**

### **SUMMARY/PURPOSE**

Under the authority of the Minnesota State Building Code and the Building Official, protect the community, first responders, and property from hazard, injury, and destruction by overseeing design of construction in the city of Duluth through review of applications and construction documents for all construction work. Provide code-related technical expertise to the Construction Services & Inspections team, contractors, architects, engineers, drafters, and others.

### **SUPERVISION RECEIVED**

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available.

### **SUPERVISION GIVEN**

Does not supervise.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Review all types of construction documents (such as site, civil, architectural, and structural plans, geotechnical reports, specifications, and calculations) prepared by architects, engineers, contractors, and owners to ensure compliance with building codes, ordinances, statutes, and life safety regulations, identify aspects of plans that do not comply with the required codes and standards, and communicate code requirements to architects, engineers, contractors, and owners for correction.
2. Compose plan review comment letters documenting non-compliances, requesting corrections, and obtaining all necessary information for a complete, accurate, compliant set of construction documents to be used for construction.
3. Interpret and explain code requirements to inspectors and provide them with technical support to resolve field related code issues.
4. Perform field inspections to observe site conditions and assist in problem-solving.
5. Advise design professionals (architects, engineers, surveyors, etc.) developers, contractors, drafters, inspectors, homeowners, and others regarding how designs comply with applicable codes and standards.
6. Verify that engineers and architects have used appropriate criteria for building design.
7. Research regulations, codes and standards, and construction methods and materials to determine code compliance and for consideration by the Building Official as permitted alternate materials, methods, and modifications.
8. Interpret, explain, and enforce provisions of the building code, fire code, zoning requirements, and other laws and regulations related to the construction of buildings.
9. Communicate effectively to explain complex technical requirements to constituents with all levels of experience, translating code language to common language.
10. Participate in pre-plan-review meetings with architects, engineers, developers, and others to discuss projects in the design phase and provide preliminary feedback.
11. Through discussion and research, ascertain existing and/or proposed use, purpose, existing conditions, and occupancy classification of buildings and spaces to determine code requirements.
12. Maintain complete and accurate files, paper or digital, of plan reviews, approvals, meeting notes and correspondence in CSI division records, including permitting and plan review software.
13. Assist homeowners, designers, and contractors in navigating permitting, plan review, and inspection process.
14. Perform math computations to determine code requirements for structural and other components of construction and determine whether designs comply with applicable regulations.
15. Review plans for buildings and structures which incorporate routine to complex architectural and structural concepts in their design.
16. Calculate valuations for the purpose of determining permit fees.

17. Review new legislation regarding building codes, ordinances, and regulations.
18. Attend and participate in workshops, meetings, seminars, and/or training opportunities regarding certification, to acquire current industry knowledge, and to maintain current knowledge.
19. Compile informational handouts on commonly asked questions regarding building codes and ordinances and plan submittal requirements.
20. Coordinate approval process of building or remodeling plan review with appropriate inspection units including construction, electrical, plumbing, heating and ventilation.
21. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
22. Other duties may be assigned.

### **JOB REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

#### **1. Education & Experience Requirements**

- A. A minimum of three (3) years of related education and/or professional experience using building codes in construction, plan review, or building design.
- B. Accumulation of the minimum required points for application as a Minnesota State Certified Building Official-Limited (see MR 1301.0300) within one (1) year of hire date.

#### **2. License Requirements**

- A. Must obtain certification as a Plans Examiner from a nationally recognized code agency within two (2) years of appointment.

#### **3. Knowledge Requirements**

- A. Extensive knowledge of applicable building codes, ordinances, and statutes.
- B. Some knowledge of mechanical, plumbing, electrical, and fire codes.
- C. Extensive knowledge of architectural design principles and building construction methods.
- D. Extensive knowledge of construction materials.
- E. Knowledge of office methods and procedures.
- F. Knowledge of nomenclature used in plan review.
- G. Extensive knowledge of legal aspects of building code enforcement.
- H. Extensive knowledge of current architectural practices, procedures, and techniques, including specialty engineering.
- I. Basic knowledge of algebra, geometry, and trigonometry in order to evaluate designs for compliance with the Building Code.
- J. Knowledge of basic engineering principles.
- K. Knowledge of problem-solving and conflict-resolution techniques.
- L. Knowledge of applicable safety requirements.
- M. Knowledge of, or the ability to learn, City policies and procedures.

#### **4. Skill Requirements**

- A. Skill in reading and interpreting legal descriptions, building plans, specifications, codes, and ordinances.
- B. Skill in properly applying building codes and ordinances.
- C. Skill in maintaining records and files, both paper and electronic.
- D. Skill in communicating orally and in writing.
- E. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- F. Skill in managing one's own time.
- G. Skill in completing assignments accurately and with attention to detail.

**5. Ability Requirements**

- A. Ability to read, understand, and discuss building codes, construction documents, and other material used in the design, regulation, and construction of buildings and sites.
- B. Ability to apply complex technical regulations to details of construction to determine compliance.
- C. Ability to write effectively to explain code issues and requirements to professionals and non-professionals.
- D. Ability to use a computer for communication, research, data entry, recordkeeping, and plan review.
- E. Ability to effectively multi-task and reorganize tasks to address priority items.
- F. Ability to work professionally and maintain composure with individuals experiencing a wide range of emotions related to their construction projects.
- G. Ability to interpret structural plans and calculations to determine correct design criteria is used, load paths are complete, and structural components are properly protected for fire-resistance.
- H. Ability to persuade people to work towards alternative solutions to problems.
- I. Ability to interpret instructions furnished in written, oral, or diagrammatic form.
- J. Ability to read and interpret complex legal regulations.
- K. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- L. Ability to communicate and interact effectively with members of the public.
- M. Ability to communicate effectively both orally and in writing.
- N. Ability to understand and follow instructions.
- O. Ability to problem-solve a variety of situations.
- P. Ability to set priorities and complete assignments on time.
- Q. Ability to attend work as scheduled and/or required.

**Physical Demands**

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

**Work Environment**

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

|          |              |                   |      |                |
|----------|--------------|-------------------|------|----------------|
| HR: CK   | Union: Basic | EEOC: Technicians | CSB: | Class No: 3428 |
| WC: 8810 | Pay:         | EEOF: Housing     | CC:  | Resolution:    |



**PLANS EXAMINER****Plans Examiner**

**SUMMARY/PURPOSE:** ~~Assist owners, developers, contractors and others in obtaining building permits~~

Under the authority of the Minnesota State Building Code and the Building Official, protect the community, first responders, and property from hazard, injury, and destruction by reviewing plans submitted with building permit overseeing design of construction in the city of Duluth through review of applications for and construction documents for all construction work. Provide code-related technical expertise to the Construction Services & Inspections team, contractors, architects, engineers, drafters, and others.

**SUPERVISION RECEIVED**

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available.

**SUPERVISION GIVEN**

Does not supervise.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Review all types of construction documents (such as site, civil, architectural, and structural plans, geotechnical reports, specifications, and calculations) prepared by architects, engineers, contractors, and owners to ensure compliance with applicable codes and approving when appropriate.

**FUNCTIONAL AREAS:**

1. ~~Review and approve building construction plans and permits.~~
  - \* ~~A. Obtain and review commercial and residential building plans and specification for~~
    1. ~~compliance with building codes, ordinances, statutes, and life safety regulations.~~
    - \* ~~B. Perform mathematical computations to determine required design loads and verify the strength of various structural components.~~
  2. \* ~~C. Identify aspects of plans that do not comply with the required codes and standards, and communicate code requirements to architects, engineers, contractors, and owners for correction.~~
  3. Compose plan review comment letters documenting non-compliances, requesting corrections, and obtaining all necessary information for a complete, accurate, compliant set of construction documents to be used for construction.
  4. Interpret complex and explain code requirements to inspectors and provide them with technical support to resolve field related code issues.
  5. Perform field inspections to observe site conditions and assist in problem-solving.
  6. Advise design professionals (architects, engineers, surveyors, etc.) developers, contractors, drafters, inspectors, homeowners, and others regarding how designs comply with applicable codes and standards.
  7. Verify that engineers and architects have used appropriate criteria for building design.
  8. Research regulations and recommend approval of equivalents for, codes and standards, and construction methods and materials to determine code compliance and for consideration by the Building Official as permitted alternate materials, methods, and modifications.
- ~~Official-s approval.~~

9. \* ~~D. Interpret, explain, and enforce provisions of the building code, fire code, zoning requirements, and other laws and regulations related to the construction of buildings.~~
- \* ~~E. Review site plans.~~
- \* ~~F. Schedule and attend preconstruction conferences with builders, architects, engineers, and others to review preliminary plans.~~
10. \* ~~G. Confer~~ Communicate effectively to explain complex technical requirements to constituents with all levels of experience, translating code language to common language.
11. Participate in pre-plan-review meetings with architects, engineers, developers, and others to discuss projects in the design phase and provide preliminary feedback.
12. Through discussion and research, ascertain existing and/or proposed use, purpose, existing conditions, and occupancy classification of buildings and spaces to determine code requirements.
13. Maintain complete and accurate files, paper or digital, of plan reviews, approvals, meeting notes and correspondence in CSI division records, including permitting and plan review software.
14. Assist homeowners, designers, and contractors and owners regarding methods in navigating permitting, plan review, and inspection process.
15. Perform math computations to determine code requirements for structural and other components of construction and features of design determine whether designs comply with applicable regulations.
16. \* ~~H. Review plans for buildings and structures which incorporate routine to complex architectural and structural concepts in their design.~~
- \* ~~I. Determine applicable building code requirements.~~
- \* ~~J. Review and as applicable, approve plans submitted with permit applications.~~
- \* ~~K. Identify aspects of plans that don't comply with the Building Code and communicate code requirements to the applicant for correction.~~
17. \* ~~L. Calculate valuations for the purpose of determining permit fees.~~
- \* ~~M. Perform related tasks as required.~~
2. ~~Provide information and assistance to property owners, contractors, developers, architects, engineers, Building Safety staff and the general public.~~
- \* ~~A. Interpret building codes, ordinances, and statutes.~~
- \* ~~B. Provide explanations of code requirements that pertain to submitted plans.~~
- \* ~~C. Research and respond to inquiries.~~
- \* ~~D. Maintain accurate files, both paper and computer, on plan reviews, meeting notes and correspondence.~~
18. \* ~~E. Review new legislation regarding building codes, ordinances, and regulations.~~
4. \* ~~F. Compile informational handouts on commonly asked questions regarding building codes and ordinances and plan submittal requirements.~~
- \* ~~G. Attend required code change seminars and conferences held by the State Building Code Division and other agencies.~~
19. \* ~~H. Attend and participate in workshops, meetings, seminars, and/or training opportunities regarding certification, to acquire current industry knowledge, and to maintain current knowledge.~~
- \* ~~I. Advise City inspectors, builders, owners, contractors and architects on building and structural problems, and required modifications to plans/specifications/blueprints to bring about compliance.~~
- \* ~~J. Discuss technical requirements of plans with engineers, contractors, builders or owners for correction to plans as necessary and return plans for corrections and re-submission.~~
- \* ~~K. Interpret and explain building regulation options and methods for modifying plans submitted to comply with the building code.~~
- \* ~~L. Provide technical advice to building inspectors.~~
20. \* M. Compile informational handouts on commonly asked questions regarding building codes and ordinances and plan submittal requirements.

21. Coordinate approval process of building or remodeling plan review with appropriate inspection units including construction, electrical, structural, plumbing, heating and ventilation.
22. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
23. Other duties may be assigned.

## JOB REQUIREMENTS

### EDUCATION AND EXPERIENCE REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

#### 1. Education & Experience Requirements

- A. A. Three minimum of three (3) years of verifiable related education and/or professional experience reviewing residential and commercial using building plans for compliance with applicable codes in construction, plan review, or building design.

### LICENSE REQUIREMENT:

- B. A. Certification Accumulation of the minimum required points for application as a Minnesota State Certified Building Official-Limited (see MR 1301.0300) within one (1) year of hire date.

#### 2. License Requirements

- A. Must obtain certification as a Plans Examiner from a nationally recognized code agency within two (2) years of appointment.

### KNOWLEDGE REQUIREMENTS:

#### 3. Knowledge Requirements

- A. Extensive knowledge of applicable building codes, ordinances, and statutes.
- B. Some knowledge of mechanical, plumbing, electrical, and fire codes.
- C. Extensive knowledge of architectural design principles and building construction methods.
- D. Extensive knowledge of construction materials.
- E. Knowledge of office methods and procedures.
- F. Knowledge of nomenclature used in plan review.
- G. Extensive knowledge of legal aspects of building code enforcement.
- H. Extensive knowledge of current architectural practices, procedures, and techniques, including specialty engineering.
- I. Basic knowledge of algebra, geometry, and trigonometry in order to evaluate designs for compliance with the Building Code.
- J. Knowledge of basic engineering principles.

### SKILL REQUIREMENTS:

- A. Skill in communicating effectively orally and in writing.
- B. Skill in operating computers, calculators, and other office machines.
- K. Knowledge of problem-solving and conflict-resolution techniques.
- L. Knowledge of applicable safety requirements.
- M. Knowledge of, or the ability to learn, City policies and procedures.

**4. Skill Requirements**

- A. Skill in reading and interpreting legal descriptions, building plans, specifications, codes, and ordinances.
- B. ~~±~~ D. Skill in properly applying building codes and ordinances.
- C. ~~H~~ E. Skill in maintaining records and files, both paper and electronic.
- D. ~~H~~ F. Skill in interpersonal communicating orally and customer relations and conflict management in writing.
- ~~±~~ G. **Skill in analyzing difficult situations and handling controversy.**

**ABILITY REQUIREMENTS:**

- ~~H~~ A. ~~Ability to establish and maintain effective working relationships with supervisors, peers, and the operation of office equipment including, but not limited to, general public.~~
- ~~H~~ B. ~~Ability to exercise independent judgment.~~
- ~~E.~~ ~~H~~ C. ~~Ability to transport oneself to, from, and around construction sites within computer systems, job required software applications, the City of Duluth internet, and modern office equipment.~~
- F. ~~±~~ D. **Skill in managing one's own time.**
- G. **Skill in completing assignments accurately and with attention to detail.**

**5. Ability Requirements**

- A. ~~Ability to read and interpret blueprints, site plans, architectural designs, understand, and discuss building codes, construction documents, and other material used in the design, regulation, and construction specifications of buildings and sites.~~
- B. ~~±~~ E. ~~Ability to calculate apply complex technical regulations to details of construction to determine compliance.~~
- C. ~~Ability to write effectively to explain code issues and requirements to professionals and non-professionals.~~
- D. ~~Ability to use a computer for communication, research, data entry, recordkeeping, and plan review.~~
- E. ~~Ability to effectively multi-task and reorganize tasks to address priority items.~~
- F. ~~Ability to work professionally and maintain composure with individuals experiencing a wide range of emotions related to their construction projects.~~
- G. ~~Ability to interpret structural loads, stressplans and other calculations necessary to approve proposed plans to determine correct design criteria is used, load paths are complete, and structural components are properly protected for fire-resistance.~~
- ~~±~~ F. ~~Ability to develop alternative solutions to problems.~~
- ~~H.~~ ~~±~~ G. ~~Ability to persuade people to work towards alternative solutions to problems.~~
- ~~I.~~ ~~±~~ H. ~~Ability to interpret instructions furnished in written, oral, or diagrammatic form.~~
- J. ~~±~~ I. ~~Ability to read and interpret complex legal regulations.~~
- K. ~~H~~ J. **Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.**
- L. **Ability to communicate and interact effectively with members of the public.**
- M. **Ability to communicate effectively both orally and in writing.**
- N. **Ability to understand and follow instructions.**
- O. **Ability to problem-solve a variety of situations.**
- P. **Ability to set priorities and complete assignments on time.**
- Q. **Ability to attend work on a regularly as scheduled basis and/or required.**
- ~~H~~ K. ~~Ability to occasionally lift and carry articles such as docket, ledgers, plans and specifications weighing up to 40 pounds.~~

~~\* Essential functions of the classification.~~

~~H Minimum requirements of the classification necessary on the first day of employment.~~

**Physical Demands**

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

**Work Environment**

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

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|---------------------|--------------|-------------------|---------------|----------------------|
| HR: <del>KGCK</del> | Union: Basic | EEOC: Technicians | CSB: 20050208 | Class No: 3428       |
| WC: 8810            | Pay: 29      | EEOF: Housing     | CC: 20051024  | Resolution: 05-0703R |

**Human Resources**

Room 340  
411 West First Street  
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DATE: January 10, 2023  
TO: Civil Service Board  
FROM: Heather DuVal  
Human Resources Supervisor  
SUBJECT: New Job Classification of Senior Plans Examiner

**RECOMMENDATION: APPROVAL OF THE JOB DESCRIPTION FOR THE NEW CLASSIFICATION OF SENIOR PLANS EXAMINER.**

**Background Information/Summary of Job**

The new job classification of Senior Plans Examiner is being created to fulfill the need for very high level, expert competence in complex code related work and the need for mentorship and training for other staff. This position requires full Minnesota Building Official Certification, similar to the Combination Construction Inspector and the Chief Building Inspector.

This position will use advanced proficiency in interpreting and applying the building code and related regulations, works somewhat independently, assists with coaching and training others in the plan review process and applying the building code, and works with others to develop informational materials and presentations for internal and external use. The Senior Plans Examiner must possess a high level of knowledge and understanding of building codes and their administration.

The proposed job description has been shared with the Basic Union, and they are in agreement.

**Recommendation**

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the new job classification and description for Senior Plans Examiner.

## **Senior Plans Examiner**

### **SUMMARY/PURPOSE**

Under the authority of the Minnesota State Building Code and the Building Official, protect the community, first responders, and property from hazard, injury, and destruction by overseeing design of construction in the city of Duluth through review of applications and construction documents for all construction work. Provide advanced code-related technical expertise to the Construction Services & Inspections team, contractors, architects, engineers, drafters and others.

### **DISTINGUISHING FEATURES OF THE CLASS**

The Senior Plans Examiner uses advanced proficiency in interpreting and applying the building code and related regulations, works somewhat independently, assists with coaching and training others in the plan review process and applying the building code, and works with others to develop informational materials and presentations for internal and external use. The Senior Plans Examiner must possess a high level of knowledge and understanding of building codes and their administration.

### **SUPERVISION RECEIVED**

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

### **SUPERVISION GIVEN**

Does not have direct supervisory responsibility but does have some oversight of employees or projects that require delegation and direction over the work of others.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Review all types of construction documents (such as site, civil, architectural, and structural plans, geotechnical reports, specifications, and calculations) prepared by architects, engineers, contractors, and owners to ensure compliance with building codes, ordinances, statutes, and life safety regulations.
2. Identify aspects of plans that do not comply with the required codes and standards, and communicate code requirements to architects, engineers, contractors, and owners for corrections.
3. Compose plan review comment letters documenting non-compliances, requesting corrections, and obtaining all necessary information for a complete, accurate, compliant set of construction documents to be used for construction.
4. Compile complete construction documents to be used by inspectors to ensure construction complies with codes and standards.
5. Interpret and explain code requirements to inspectors and provide them with technical support to resolve field related code issues
6. Perform field inspections to observe site conditions and assist in problem-solving.
7. Advise design professionals (architects, engineers, surveyors, etc.) developers, contractors, drafters, inspectors, homeowners, and others regarding how designs comply with applicable codes and standards.
8. Verify that engineers and architects have used appropriate criteria for building design.
9. Research regulations, codes and standards, and construction methods and materials to determine code compliance and for consideration by the Building Official as permitted alternate materials, methods, and modifications.
10. Communicate effectively to explain complex technical requirements to constituents with all levels of experience, translating code language to common language.
11. Participate in pre-plan-review meetings with architects, engineers, developers, and others to discuss projects in the design phase and provide preliminary feedback.
12. Through discussion and research, ascertain existing and/or proposed use, purpose, existing conditions, and occupancy classification of buildings and spaces to determine code requirements.
13. Maintain complete and accurate files, paper or digital, of plan reviews, approvals, meeting notes and correspondence in CSI division records, including permitting and plan review software.
14. Assist homeowners, designers, and contractors in navigating permitting, plan review and inspection process.

15. Make complex interpretations and recommendations regarding proposed equivalents, modifications, and determinations of technical infeasibility.
16. Monitor regulatory changes, incorporate updates in review as appropriate.
17. Work with others to disseminate information about code applications or processes to coworkers and the public.
18. Work on the most complex reviews, projects, complaints, disputes, violations, and interpretations, facilitating timely review and response by all disciplines and work groups.
19. When appropriate, during the construction process, facilitate communication between inspector, contractor, and design team.
20. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
21. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
22. Coordinate and perform functions and programs for the City.
23. In collaboration with the leadworker and supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
24. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
25. Other duties may be assigned.

### **JOB REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. **Education & Experience Requirements**
  - A. A minimum of three (3) years of related education and/or professional experience using building codes in construction, plan review, code administration, or construction design; AND a minimum of two (2) years of experience as a building plans examiner.
2. **License Requirements**
  - A. By date of hire, must obtain and maintain certification as a Certified Building Official from the Minnesota Department of Labor and Industry.
3. **Knowledge Requirements**
  - A. Extensive knowledge of applicable building codes, ordinances, and statutes, including the energy and accessibility codes.
  - B. Some knowledge of mechanical, plumbing, electrical, and fire codes.
  - C. Extensive Knowledge of architectural design principles and building construction methods.
  - D. Extensive knowledge of construction materials.
  - E. Knowledge of office methods and procedures.
  - F. Knowledge of nomenclature used in construction and plan review.
  - G. Extensive knowledge of legal aspects of building code enforcement.
  - H. Extensive knowledge of current architectural practices, procedures, and techniques, including specialty engineering.
  - I. Knowledge of algebra, geometry, and trigonometry in order to evaluate designs for compliance with codes and regulations.
  - J. Knowledge of basic engineering principles.
  - K. Knowledge of building code development processes.
  - L. Knowledge of resources used in research of building materials and methods.
  - M. Knowledge of effective training and coaching practices.
  - N. Knowledge of problem-solving and conflict-resolution techniques.
  - O. Knowledge of applicable safety requirements.
  - P. Knowledge of, or the ability to learn, City policies and procedures.



- Q. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.

#### 4. Skill Requirements

- A. Skill in training and mentoring team members.
- B. Skill in researching construction materials and methods.
- C. Skill in researching code provisions to determine intent.
- D. Skill in mediation and dispute resolution.
- E. Skill in reading and interpreting legal descriptions, building plans, specifications, codes, and ordinances.
- F. Skill in communicating orally and in writing.
- G. Skill in properly applying building codes and ordinances.
- H. Skill in maintaining records and files, both paper and electronic.
- I. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- J. Skill in managing one's own time and the time of others.
- K. Skill in completing assignments accurately and with attention to detail.
- L. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

#### 5. Ability Requirements

- A. Ability to read, understand, and discuss building codes, construction documents, and other material used in the design, regulation, and construction of buildings and sites.
- B. Ability to apply complex technical regulations to details of construction to determine compliance.
- C. Ability to write effectively to explain code issues and requirements to professionals and non-professionals.
- D. Ability to use a computer for communication, research, data entry, recordkeeping, and plan review.
- E. Ability to effectively multi-task and reorganize tasks to address priority items.
- F. Ability to work professionally and maintain composure with individuals experiencing a wide range of emotions related to their construction projects.
- G. Ability to interpret structural plans and calculations to determine correct design criteria is used, load paths are complete, and structural components are properly protected for fire-resistance.
- H. Ability to persuade people to work towards alternative solutions to problems.
- I. Ability to interpret instructions furnished in written, oral, or diagrammatic form.
- J. Ability to read and interpret complex legal regulations.
- K. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- L. Ability to communicate and interact effectively with members of the public.
- M. Ability to communicate effectively both orally and in writing.
- N. Ability to recognize, analyze, and solve a variety of problems.
- O. Ability to organize and prioritize work while meeting multiple deadlines.
- P. Ability to handle difficult and stressful situations with professional composure.
- Q. Ability to work successfully as a member of a team and independently with moderate supervision.
- R. Ability to train and lead others.
- S. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- T. Ability to enforce safety rules and regulations.
- U. Ability to maintain confidential information.
- V. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- W. Ability to attend work as scheduled and/or required.

#### Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

**Work Environment**

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.).

The work area is adequately lighted, heated, and ventilated.

|        |              |       |      |             |
|--------|--------------|-------|------|-------------|
| HR: HD | Union: Basic | EEOC: | CSB: | Class No:   |
| WC:    | Pay:         | EEOF: | CC:  | Resolution: |

**Human Resources**

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DATE: January 10, 2023  
TO: Civil Service Board  
FROM: Heather DuVal  
Human Resources Supervisor  
SUBJECT: Revised Job Classification of Permitting Services Leadworker

**RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF PERMITTING SERVICES LEADWORKER.**

**Background Information/Summary of Job**

The Permitting Services Leadworker job classification was most recently revised in 2015. The purpose of this position is to coordinate the work of the permitting services work group in the Construction Services & Inspection Division to deliver excellent customer services, consistent code administration, efficient permitting and review processes, and proper documentation related to division activity. This job description was revised to emphasize customer service and process efficiency responsibilities, leadership in the work group to encourage collaboration and input from all team members, and responsibility to step in on complex customer interactions.

The proposed revisions to this job description were discussed with the Basic Union and incumbent, and they are supportive of these updates.

**Recommendation**

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Permitting Services Leadworker.

## Permitting Services Leadworker

### SUMMARY/PURPOSE

Under the supervision of the Construction Services Manager, to direct and coordinate the work of the permitting services work group in the Construction Services & Inspection Division to deliver excellent customer service, consistent code administration, efficient permitting and review processes, and proper documentation related to division activity.

### SUPERVISION RECEIVED

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available.

### SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees and input regarding performance on a regular basis.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Determine priorities, assign work to personnel, collaborate to develop efficient workflows, and coordinate schedules to facilitate timely completion of work and fulfillment of department goals and objectives.
2. Establish standards for exemplary customer service, which provides complete accurate information and convenience to customers, delivered with patience, respect, and professionalism.
3. Establish work standards and guidelines, which facilitate effective enforcement of applicable regulations while providing flexibility in their administration.
4. Perform the duties of the Development Process Specialist or Plans Examiner.
5. Establish work standards and guidelines, which maintain data and information consistently.
6. Gather data and report performance measures.
7. Monitor work of assigned personnel to ensure compliance with established methods, guidelines, and procedures.
8. Lead group discussions and training sessions to advance knowledge of codes, processes, and best work practices.
9. Assist permitting services staff to navigate difficult interactions and solve problems using established policies and customer service skills.
10. Recommend adjustments or other actions in employee grievances.
11. Disseminate information to employees and the public through bulletins and other communications.
12. Addresses complex complaints, disputes, violations, and regulatory interpretation for the division and for designers, builders, and the public.
13. Coordinate with other work groups to establish effective workflows.
14. Report to supervisor on activities of permitting services work group.
15. Participate in development of division policies and procedures.
16. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
17. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
18. Provide training on new or modified procedures and policies to all affected parties.
19. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
20. Provide input on decisions regarding the hiring processes, onboarding procedures, and discipline of personnel.

21. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
22. Other duties may be assigned.

### **JOB REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

#### **1. Education & Experience Requirements**

- A. A minimum of two (2) years of experience as a City of Duluth Development Process Specialist or Plans Examiner; AND documented experience providing exemplary customer service and verifiable professional experience to include leading teams.

#### **2. License Requirements**

Maintain required licenses throughout employment in the position:

- A. Certification as an ICC Certified Permit Technician prior to hire AND certification as an ICC Residential Plans Examiner R2 within two (2) years of hire; OR certification as an ICC Certified Plans Examiner B3 or MN Certified Building Official prior to hire.

#### **3. Knowledge Requirements**

- A. Possess the knowledge requirements for City of Duluth Development Process Specialist or City of Duluth Plans Examiner.
- B. Knowledge of code administration processes.
- C. Knowledge of effective team leadership principles.
- D. Knowledge of the principles of technical writing.
- E. Knowledge of effective training and coaching practices.
- F. Knowledge of contractor licensing regulations.
- G. Knowledge of problem-solving and conflict-resolution techniques.
- H. Knowledge of applicable safety requirements.
- I. Knowledge of, or the ability to learn, City policies and procedures.
- J. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- K. Knowledge of effective leadership and personnel practices.
- L. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.

#### **4. Skill Requirements**

- A. Skill in researching and interpreting laws, rules, and regulations, legal documents, legal descriptions, maps, architectural and civil drawings, and building plans.
- B. Skill in converting observations into verbal and written statements that are concise, descriptive, and understandable.
- C. Skill in organizing and prioritizing assignments in order to complete work in a timely and efficient manner, utilizing multitasking methods and techniques.
- D. Skill in assessing the customer's immediate needs and ensuring customer's receipt of needed services through personal service or making appropriate referral.
- E. Skill in providing effective consultation and advice to land or property owners, engineers, architects, builders, and the general public on code and regulatory practices compliance.
- F. Skill in communicating effectively in writing when documenting actions and maintaining records.

- G. Skill in effective verbal communication with a variety of individuals representing diverse cultures and backgrounds, and in maintaining composure in situations requiring a high degree of sensitivity, tact, and diplomacy.
- H. Skill in the operation of personal computers and applicable software applications, scanners, and other automated office equipment.
- I. Skill in properly applying building codes and ordinances.
- J. Skill in maintaining records and files, both paper and electronic.
- K. Skill in interpersonal and customer relations and conflict management.
- L. Skill in analyzing difficult situations and handling controversy.
- M. Skill in providing superior customer service.
- N. Skill at critical analysis of alternate methods for compliance with policies, procedures, and regulations.
- O. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- P. Skill in managing one's own time and the time of others.
- Q. Skill in completing assignments accurately and with attention to detail.
- R. Skill in mediation and dispute resolution.
- S. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

**5. Ability Requirements**

- A. Ability to develop and maintain effective working relationships with City employees, outside agency representatives, and the public.
- B. Ability to explain complex construction and process requirements to industry professionals and laypeople.
- C. Ability to develop innovative solutions to problems.
- D. Ability to lead teams to accomplish division goals and objectives, and to persuade people to work towards alternative and innovative solutions to problems.
- E. Ability to set and reset work priorities, organize work, and meet deadlines under pressures of time constraints and conflicting demands.
- F. Ability to exercise independent judgment and take responsibility for one's actions.
- G. Ability to analyze and project consequences of decisions and/or recommendations.
- H. Ability to understand legal descriptions, building and civil plans, codes, and ordinances.
- I. Ability to operate architectural and engineering scales and to perform accurate mathematical calculations as necessary to review plans.
- J. Ability to understand and follow verbal and written instructions.
- K. Ability to read and interpret complex legal regulations.
- L. Ability to pay close attention to detail when researching or collecting data and information, and when reviewing plans, maps, drawings, specifications, and other related documents pertaining to land use, use of structures, and construction.
- M. Ability to provide prompt, efficient, and responsive service.
- N. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- O. Ability to communicate and interact effectively with members of the public.
- P. Ability to communicate effectively both orally and in writing.
- Q. Ability to recognize, analyze, and solve a variety of problems.
- R. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- S. Ability to handle difficult and stressful situations with professional composure.
- T. Ability to work successfully as a member of a team and independently with minimal supervision.

- U. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees in conjunction with the supervisor.
- V. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- W. Ability to enforce safety rules and regulations.
- X. Ability to maintain confidential information.
- Y. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- Z. Ability to exercise sound judgment in making critical decisions.
- AA. Ability to attend work as scheduled and/or required.

**Physical Demands**

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

**Work Environment**

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

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|----------|--------------|-------------------|------|----------------|
| HR: HD   | Union: Basic | EEOC: Technicians | CSB: | Class No: 1757 |
| WC: 8810 | Pay:         | EEOF: Housing     | CC:  | Resolution:    |

**PERMITTING SERVICES LEADWORKER**  
**Permitting Services Leadworker**

**SUMMARY/PURPOSE**

Under the supervision of the ~~Permit Process Supervisor~~, Construction Services Manager, to direct and coordinate the work of ~~Land Use Technicians and Plans Examiners~~ the permitting services work group in the Construction Services & Inspection Division to deliver excellent customer service, consistent code administration, efficient permitting and review processes, and proper documentation related to division activity.

**SUPERVISION RECEIVED**

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available.

**SUPERVISION GIVEN**

Does not have direct supervisory responsibility but does have significant oversight of employees and input regarding performance on a regular basis.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** ~~(other duties may be assigned)~~

1. Determine priorities, assign work to personnel, collaborate to develop efficient workflows, and coordinate schedules to facilitate timely completion of work and fulfillment of department goals and objectives.
2. Establish standards for exemplary customer service, which provides complete accurate information and convenience to customers, delivered with patience, respect, and professionalism.
3. Establish work standards and guidelines, which facilitate effective enforcement of applicable regulations while providing flexibility in their administration.
4. Perform the duties of ~~Land Use Technician~~ the Development Process Specialist or Plans Examiner.
5. Establish work standards and guidelines, which maintain data and information consistently.
6. Gather data and report performance measures.
7. ~~Assist in the hire, transfer, suspension, or discharge~~ Monitor work of assigned personnel.
8. ~~Establish work standards and evaluate the work of employees.~~
9. ~~7. Monitor work sites~~ to ensure compliance with established methods, guidelines, and procedures.
10. ~~Train personnel in correct and safe operating procedures.~~
8. Lead group discussions and training sessions to advance knowledge of codes, processes, and best work practices.
9. Assist permitting services staff to navigate difficult interactions and solve problems using established policies and customer service skills.
11. ~~10. Recommend adjustments or other actions in employee grievances.~~
12. ~~11. Disseminate information to employees and the public through bulletins and other communications.~~
12. Addresses complex complaints, disputes, violations, and regulatory interpretation for the division and for designers, builders, and the public.
13. Coordinate with other work groups to establish effective workflows.
14. Report to supervisor on activities of permitting services work group.
15. Participate in development of division policies and procedures.
16. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.



17. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
18. Provide training on new or modified procedures and policies to all affected parties.
19. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
20. Provide input on decisions regarding the hiring processes, onboarding procedures, and discipline of personnel.
21. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
22. Other duties may be assigned.

### **JOB REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

#### **1. Education & Experience Requirements**

- A. ~~Two (2) years of experience as a City of Duluth Land Use Technician OR a minimum of two (2) years of experience as a City of Duluth Land Use Technician, Development Process Specialist or Plans Examiner; AND~~
- B.A. Two (2) years of documented experience providing exemplary customer service and verifiable professional experience which demonstrates the knowledge, skills, and abilities described below to include leading teams.

#### **2. License Requirement Requirements**

~~Meet and maintain certification~~ Maintain required for either City of Duluth Land Use licenses throughout employment in the position:

- A. Certification as an ICC Certified Permit Technician or City of Duluth prior to hire AND certification as an ICC Residential Plans Examiner R2 within two (2) years of hire; OR certification as an ICC Certified Plans Examiner B3 or MN Certified Building Official prior to hire.

#### **3. Knowledge Requirements**

- A. ~~Possess the knowledge requirements for City of Duluth Land Use Technician OR Development Process Specialist or City of Duluth Plans Examiner.~~
- A.B. Knowledge of code administration processes.
- B.C. Knowledge of effective team leadership principles.
- C.D. Knowledge of the principles of technical writing.
- E. Knowledge of effective training and coaching practices.
- F. Knowledge of contractor licensing regulations.
- G. Knowledge of problem-solving and conflict-resolution techniques.
- H. Knowledge of applicable safety requirements.
- I. Knowledge of, or the ability to learn, City policies and procedures.
- J. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- K. Knowledge of effective leadership and personnel practices.
- L. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.

#### **4. Skill Requirements**

- A. Skill in researching and interpreting laws, rules, and regulations, legal documents, legal descriptions, maps, architectural and civil drawings, and building plans.

- B. Skill in converting observations into verbal and written statements that are concise, descriptive, and understandable.
- C. Skill in organizing and prioritizing assignments in order to complete work in a timely and efficient manner, utilizing multitasking methods and techniques.
- D. Skill in assessing the customer's immediate needs and ensuring customer's receipt of needed services through personal service or making appropriate referral.
- E. Skill in providing effective consultation and advice to land or property owners, engineers, architects, builders, and the general public on code and regulatory practices compliance.
- F. Skill in communicating effectively in writing when documenting actions and maintaining records.
- G. Skill in effective verbal communication with a variety of individuals representing diverse cultures and backgrounds, and in maintaining composure in situations requiring a high degree of sensitivity, tact, and diplomacy.
- H. Skill in the operation of personal computers and applicable software applications, scanners, and other automated office equipment.
- I. Skill in properly applying building codes and ordinances.
- J. Skill in maintaining records and files, both paper and electronic.
- K. Skill in interpersonal and customer relations and conflict management.
- L. Skill in analyzing difficult situations and handling controversy.
- M. Skill in providing superior customer service.
- N. Skill at critical analysis of alternate methods for compliance with policies, procedures, and regulations.
- O. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.**
- P. Skill in managing one's own time and the time of others.**
- Q. Skill in completing assignments accurately and with attention to detail.**
- R. Skill in mediation and dispute resolution.
- S. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.**

#### **5. Ability Requirements**

- A. Ability to develop and maintain effective working relationships with City employees, outside agency representatives, and the public.
- B. Ability to explain complex construction and process requirements to industry professionals and laypeople.
- B-C. Ability to develop innovative solutions to problems.
- C-D. Ability to lead teams to accomplish division goals and objectives, and to persuade people to work towards alternative and innovative solutions to problems.
- D-E. Ability to set and reset work priorities, organize work, and meet deadlines under pressures of time constraints and conflicting demands.
- E-F. Ability to exercise independent judgment and take responsibility for one's actions.
- F-G. Ability to analyze and project consequences of decisions and/or recommendations.
- G-H. Ability to understand legal descriptions, building and civil plans, codes, and ordinances.
- H-I. Ability to operate architectural and engineering scales and to perform accurate mathematical calculations as necessary to review plans.
- I-J. Ability to understand and follow verbal and written instructions.
- J-K. Ability to read and interpret complex legal regulations.
- K-L. Ability to pay close attention to detail when researching or collecting data and information, and when reviewing plans, maps, drawings, specifications, and other related documents pertaining to land use, use of structures, and construction.
- L-M. Ability to provide prompt, efficient, and responsive service.

- N. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- O. Ability to communicate and interact effectively with members of the public.
- P. Ability to communicate effectively both orally and in writing.
- Q. Ability to recognize, analyze, and solve a variety of problems.
- R. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- S. Ability to handle difficult and stressful situations with professional composure.
- T. Ability to work successfully as a member of a team and independently with minimal supervision.
- U. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees in conjunction with the supervisor.
- V. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- W. Ability to enforce safety rules and regulations.
- X. Ability to maintain confidential information.
- Y. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- Z. Ability to exercise sound judgment in making critical decisions.

6. Physical Ability Requirements

- A. AA. Ability to attend work on a regularly as scheduled basis and/or required.
- B. Physical Ability to transport oneself to, from, and around construction sites within the City of Duluth.
- C. Ability to occasionally lift and carry articles such as docket, ledgers, plans, and specifications weighing up to 40 pounds.
- D. Ability to use a ladder to retrieve stored records.

Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

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|-----------------|--------------|-------------------|-----------------|----------------------|
| HR: <u>MSHD</u> | Union: Basic | EEOC: Technicians | CSB: 06/02/2015 | Class No: 1757       |
| WC: 8810        | Pay: 32      | EEOF: Housing     | CC: 06/15/2015  | Resolution: 15-0340R |